

California Information Technology Strategic Plan
Portal Steering Committee
Information Organization, Usability, Currency & Accessibility (IOUCA)
Working Group
Library & Courts II, 900 N Street, Room 340

- AGENDA: JULY 25 –

Time:

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|----|-------|---|---|
| 10 | I. | Opening
Review previous minutes and action items | Debbie Schwartz
Working Group |
| 20 | II. | Upcoming Meetings - Planning
Webmasters Meeting, July 28 | John Jewell |
| 5 | III. | California Enterprise Architecture Program Update | Lee Macklin
Richard Lehman |
| 5 | IV. | Portal Redesign Project (PRP) Update | Keith Mitsuyasu |
| 5 | V. | Issue: Google and Accessibility | Neal Albritton |
| 5 | VI. | Issue: Adobe and Accessibility | Neal Albritton |
| 5 | VII. | State CIO Website Redesign: Proof of Concept | Claudina Nevis |
| 10 | VIII. | HFI Recommendations for PRP
Handout: HFI Report from Expert Analysis | Kris Ogilvie
Debbie Schwartz |
| 5 | IX. | Next Steps and Adjourn
Next IOUCA meeting July 25, 2006 at 900 N Street, Room 340
Agenda Items? | Kris Ogilvie
Debbie Schwartz |
| 50 | X. | Working Groups: <ul style="list-style-type: none">• Content: Bill, Debbie, Jennifer, Shayn• Findability: Anamarie, Jennifer, John, Michael, Neal, Steve• Technical Implementation: Frank, John Q., Morris, Patrick, Steve• Usability: Donna, Kris, Linda, Liz | <div>Room 340</div> <div>Room 302</div> <div>Room 340</div> <div>Room 301</div> |

Action Items for Review – Due July 25, 2006

ACTION: The working group discussed the need for a broader implementation plan than what is contained in the recommendation. It was felt that integrated document with next steps should be developed to guide implementation of the recommended standards. John and Debbie will work on this offline.

Assigned To: Debbie Schwartz, John Jewell

Due: July 25, 2006 (Update)

Update: In progress.

ACTION: Follow up on the feasibility of using Executive Institute as a vehicle for ongoing training for executives.

Assigned To: Claudina Nevis and Liz Mecham

Due: July 25, 2006 (Update)

Update: Claudina and Liz will determine how Executive Institute could serve as a vehicle for ensuring that executive management understands the business needs for accessible, usable websites as well as what needs to be done to achieve this.

ACTION: Discuss a process for disseminating information to content providers and webmasters quickly. Prepare a plan to establish ongoing communication with webmasters.

Assigned To: John Jewell

Due: July 25, 2006 (Update)

Update: Claudina is working on a survey/request to be issued by the State CIO asking departments to provide the name and contact information for a single point of contact for their department's webmasters. A meeting is planned for July 28, 2006 to present the IOUCA and HFI recommendations to state webmasters.

Future Action Items (Not Scheduled for Review this Week)

ACTION: Develop a list of file types and versions that should be used for California web pages. The list should be prioritized by most desirable and focused on where we want to be in the future rather than where we are now.

Assigned To: Neal Albritton, Steve Branson

Due: August 1, 2006 (Update)

Update: Neal has completed the list of accessibility requirements for Adobe products; he will send to Debbie for distribution to IOUCA. Neal has scheduled a phone call with Troy Bare of Adobe this afternoon to set up a meeting next week to discuss California's accessibility requirements for Adobe products. Neal will meet with Lee to discuss other file types.

ACTION: Follow up on the feasibility of using GTC as a vehicle for ongoing technical training.

Assigned To: Claudina Nevis and Liz Mecham

Due: October 10, 2006 (Update)

Action Items for Review – Due July 25, 2006

Parking Lot

1. Frame the issue of application accessibility and usability.
Assigned To: Lee Macklin
Due: July 25, 2006 (Update)
Update: It was noted that many online applications are written by consultants; the state may not have the necessary skills to make changes. It was suggested that the two parking lot items be considered as Phase 2. IOUCA will need to work closely with CEAP on the two items. Lee Macklin and Neal Albritton will meet to discuss the issues.
2. Conduct high level research and frame the issue of accessibility and usability in regards to online forms.
Assigned To: Lee Macklin
Due: July 25, 2006 (Update)
Update: See above.
3. Content authors may benefit from training and instruction in writing for the web. There is a need for training for content developers. It may be beneficial if the IOUCA could identify these training needs. DHS offers web author training for readability, usability, and targeting information to the specific audience.

IOUCA Working Group

Purpose and Definition – Updated April 3, 2006

Accessibility: The ability to fully acquire, use, and manipulate Web-based content and /or services by all individuals – regardless of individual age, disability, dependence on assistive technology to process information, or primary language.

Best Practice: A technique or methodology that, through experience and research, has proven to reliably lead to a desired result.¹ A generally accepted “best” way of doing something.²

Definition: A statement expressing the essential nature of something.³

Findability: “Findability refers to the quality of being locatable or navigable. At the item level, we can evaluate to what degree a particular object is easy to discover or locate. At the system level, we can analyze how well a physical or digital environment supports navigation and retrieval.” -Peter Morville. “You can’t use what you can’t find.” - [www.Findability.org](http://www.findability.org)

Guideline: An indication or outline of policy or conduct.⁴ An attempt to streamline a process by establishing a set routine. By definition, following a guideline is never mandatory. “Guidelines may be issued by and used by any organization (governmental or private) to make the actions of its employees or divisions more predictable, and presumably of higher quality.”⁵

Policy: A high-level overall plan embracing the general goals and acceptable procedures especially of a governmental body.⁶

Procedure: A series of steps followed in a regular definite order; a particular way of accomplishing something or of acting.⁷ “A series of activities, tasks, steps, decisions, calculations and other processes, that when undertaken in the sequence laid down produces the described result, product or outcome. Following a procedure should produce repeatable results for the same input conditions.”⁸

Purpose: An object or end to be attained.⁹

Standards: Any definite rule, principle, or measure established by authority.¹⁰ “A standard is “Thou shall” while a guideline is a recommendation, more like “You should if your situation warrants.””¹¹

Usability: Usability is a quality attribute that assesses how easy user interfaces are to use. (Jakob Nielsen, Usability 101: Introduction to Usability, August 25, 2003, <http://www.useit.com/>).

¹ Bitpipe (www.bitpipe.com)

² Wikipedia (www.wikipedia.org)

³ Merriam-Webster Online Dictionary

⁴ Merriam-Webster Online Dictionary

⁵ Wikipedia (www.wikipedia.org)

⁶ Merriam-Webster Online Dictionary

⁷ Merriam-Webster Online Dictionary

⁸ Wikipedia (www.wikipedia.org)

⁹ Merriam-Webster Online Dictionary

¹⁰ Merriam-Webster Online Dictionary

¹¹ Information Technology: Data Warehouse Glossary. California State University, Monterey Bay. <http://it.csumb.edu/departments/data/glossary.html>.